



THE CITIZENS' ADVOCATE OFFICE
"Promoting Fairness and Efficiency in Public Administration"
Lexington-Fayette Urban County Government
"The Horse Capital of the World"

4th Quarter Summary Report

During the 4th quarter of 2012, a total of 50 citizen contacts were received in the Citizens' Advocate Office. Citizen contacts consist of three types:

1. Requests for assistance
2. Requests for information
3. Complaints expressing a grievance against the Lexington-Fayette Urban County Government, its officers, agents or employees.

Table 1 on page 2 of this report summarizes the total number and type of citizen contacts for each council district. Table 2 on page 2 breaks the citizen contacts down by council district and the department or departments involved. Please note that the total number of contacts for departments exceeds the total number of contacts received by the Citizens' Advocate Office. This is because some contact issues may concern more than one department.

In Chart 1 on page 3 you will find a running total of contacts for calendar year 2012 as compared to the total number of contacts for calendar year 2011. Chart 2 on page 3 summarizes the number of cases closed within fifteen working days of the citizens' contact, the number of cases that took more than fifteen working days to complete, and the number of cases carried over until the next quarter. All cases carried over from the previous quarter have been completed.

LET IT RAIN

Sometimes agencies cooperating and working together can make a world of difference. For example, during a heavy week of rain in December, a citizen called to say that she had a terrible leak in her roof. Her roof had been repaired a year ago through the Community Action Council, but the roof was now leaking badly.

After talking with a representative from the Community Action Council, I found out that the portion of the roof that was leaking was not part of the original repair that was made last year. The representative from the Community Action Council said that unfortunately there was no money in their budget to make the additional repairs, but he offered to call the contractor to see if anything could be done. The contractor volunteered to repair the roof at no charge. The contractor completed the repairs in one day, just in time for the heaviest of the rain that fell during that week. The citizen was thrilled that she no longer has to worry about water streaming into her house when it rains.

THE CITIZENS' ADVOCATE OFFICE
"Promoting Fairness and Efficiency in Public Administration"

Table 1

4th Quarter Citizen Contact Types

DISTRICT	Assistance	Complaint	Informational	Grand Total
1	4	2		6
3	3	1		4
5		1		1
6		1		1
7	1	2		3
8		1		1
9		1	1	2
10			1	1
12		2	1	3
At-Large	13	5	10	28
Grand Total	21	16	13	50

Table 2

4th Quarter—Number of Citizen Contacts Received Within a Council District

	Environmental Quality and Public Works										Grand Total
DISTRICT	CAO's Office	Council	Finance	General Services	Law	Outside Agency	Planning	Public Safety	Social Services		
1	1		4	1		1		1		9	
3				1		1		3	1	5	
5								1		1	
6								1		1	
7						1		2		3	
8								1		1	
9				1				1		2	
10			1					1		2	
12			2			1		2		5	
At-Large	1	2	5			2	15	1	6	39	
Grand	2	2	12	2	1	3	18	1	19	68	

THE CITIZENS' ADVOCATE OFFICE
"Promoting Fairness and Efficiency in Public Administration"

Chart 1

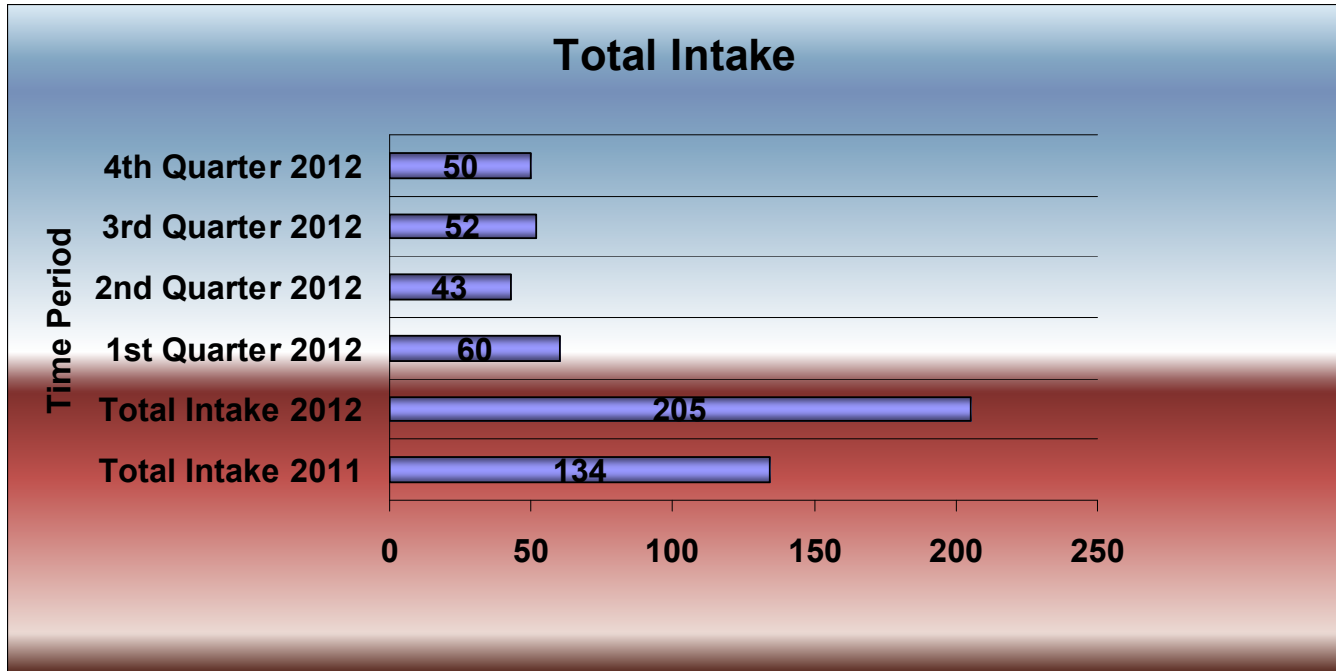
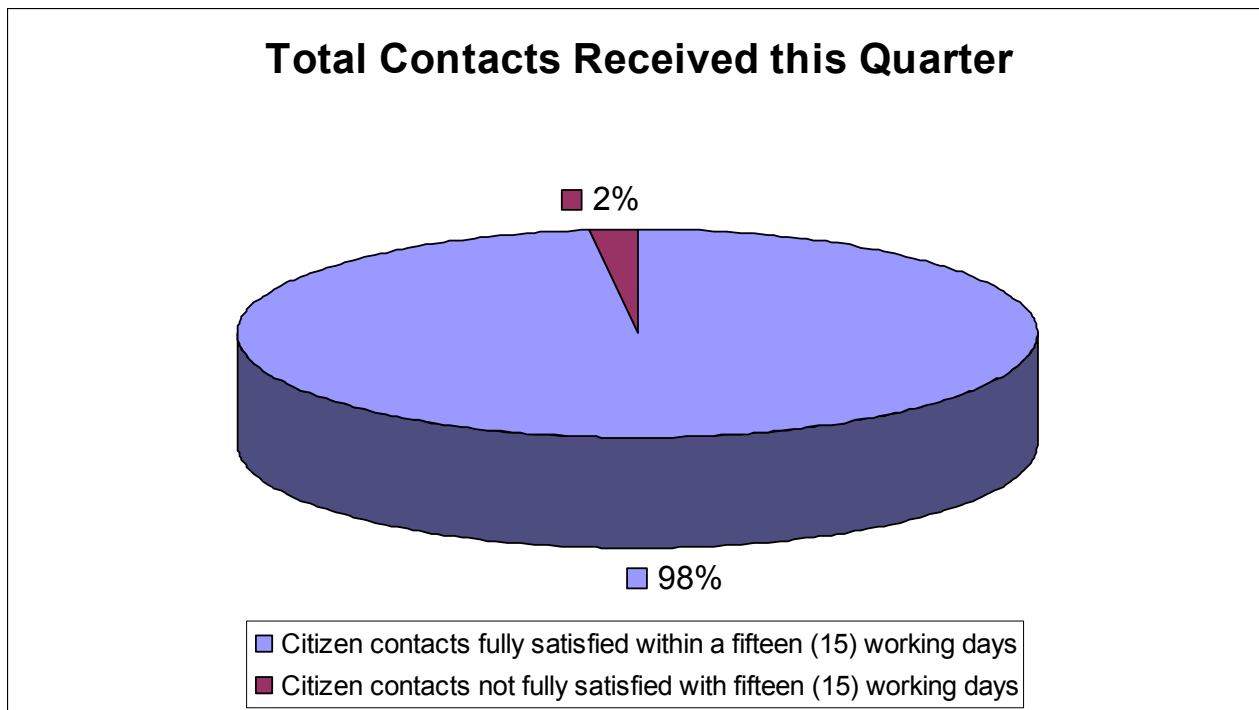


Chart 2



THE CITIZENS' ADVOCATE OFFICE
"Promoting Fairness and Efficiency in Public Administration"

TO CONTACT THE CITIZENS' ADVOCATE

Citizens' Advocate: Penny McFadden

Write: Office of the Citizens' Advocate, Lexington-Fayette Urban County Government,
200 East Main Street Room 441, Lexington, KY 40507

Telephone: (859) 258-3230

Fax: (859) 258-3232

In Person: For Appointment (859) 258-3230

Walk-ins: Available anytime during business hours

Web page: www.lexingtonky.gov

Email: citadv@lexingtonky.gov

Office Hours:

Monday, Wednesday, Thursday and Friday

(9:00 am to 1:00 pm);

Tuesday

(1:00 pm to 5:00 pm)